

**OFFICE OF HUMAN RESOURCE MANAGEMENT
FIRST QUARTER 2006 EMPLOYEE RECOGNITION AWARDS**

OHRM Employee Recognition Committee

The recognition committee did an outstanding job developing this program. The committee members volunteered to participate despite their numerous other obligations.

Committee members are Robin Croley, Beth Feddersen, Paul Herberg, Joanna Neubert, Melinda Parrish, Linda Young, and Dawn Williams.

I. Customer Focus Award The Customer Focus Award is presented to OHRM employees who demonstrate exceptional customer focus.

Individual Award – Jeanna Foster was nominated for always exhibiting a conscientious quality of work and for the positive impact she has on customers and coworkers. Recently both of Jeanna's coworkers were away from the office quite a bit. Without missing a beat, she stepped in and picked up the slack so that payroll ran uninterrupted, and the void was unnoticeable to most of the staff.

Team Award – Connie Bolin, Terri Cook, Maranda Cummins, Jean Kendell, Karen McGaughey, Dawn Moreland, Wes Swarner, and Dawn Williams were nominated for their contributions in reviewing and updating procedures from the employee handbook with primary focus on the customer's needs. In particular, they developed a one-page interactive 'quick reference guide' for the performance evaluation procedure.

II. Team Player Award The Team Player award is presented to OHRM employees who demonstrate exceptional teamwork.

Team Award – Connie Bolin, Maranda Cummins, and Wes Swarner were nominated for the training and assistance they provided the Office of Fiscal Services that enabled them to process and confirm over 2,200 training requests for 500+ employees.

III. Edison Award The Edison Award is presented to OHRM employees who contribute to OHRM's mission, vision, and values by demonstrating initiative.

Individual Award – Dawn Williams was nominated for decentralizing CHFS management of the evaluation process for 9000+ employees. She initiated, planned, and delivered two four-hour training sessions for the liaisons to communicate these new responsibilities, provide consistent instruction on the evaluation process, and encourage networking between the participants.

Team Award – Terri Cook and Paul Herberg were nominated for recommending that the office identify subject matter experts and allow them the opportunity to provide training to the entire team.

IV. 110% Award The 110% Award is presented to OHRM employees who voluntarily go above and beyond defined duties.

Individual Award – Maranda Cummins was nominated for her contribution to the successful implementation of eMARS. She ensured that approximately 400 CHFS employees were enrolled in the eMARS training required for their positions. She also provided detailed training for individuals tasked with assisting in the enrollment process and provided them daily support through answering questions and additional training as necessary.

Individual Award - Wes Swarner was nominated for initiating and overseeing all facets of production of a Cabinet-owned anti-harassment prevention video. This included writing the complete script for the video and working with the EEO branch to ensure compliance with state and federal laws. The ownership of this training video allows the Cabinet to modify situational examples to better reflect our clients and to do so without securing any copyright approval.

Team Award – Martin Castro, Alexandria Ramos, and Eliot Ward were nominated for their contributions to the planning, implementation, and outstanding success of the Spanish Immersion Program held March 12-18, 2006. As a result of their involvement in this program, four CHFS staff members were able to increase their skill level to become qualified interpreters, and two others are extremely close to reaching that goal. This was a ground-breaking, intensive program, and all three employees are to be commended for their commitment to the program.

V. Employee of the Quarter

Cathy Cox was nominated for all four awards for her leadership in developing the Language Access Section to become not only a model program within this Cabinet and state, but also one of the top three programs in the nation, as recognized by the National Health Law Program, for providing services to limited English proficiency clients across the country. Her accomplishment is particularly noteworthy because of the limited resources available to develop this program.

In addition:

- As a member of the Diversity/Cultural Competency Training Committee, Cathy continually provides creative ideas on how to implement the cultural competency training within the confines of our budget and limitations on staff.
- Cathy and her staff organized and implemented a Spanish Immersion Program for employees trying to become “deemed qualified interpreters.” This program was held March 12-18 and was a huge success and quite an accomplishment for the Cabinet.
- Cathy has been recognized for sharing information and assistance to other Cabinets regarding Title VI implementation and other LEP issues.

- Cathy recently facilitated an LEP Advisory Committee meeting. This committee had not met for over a year due to lack of resources. The PowerPoint presentation she provided was phenomenal.